

## StocksAndFisheriesKB - Bug #20504

### Error message while publishing/updating records in GRSF catalog

Jan 21, 2021 12:17 PM - Yannis Marketakis

|                                                                                                                                                                                                                                                                                                  |              |                        |                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------------------|---------------------|
| <b>Status:</b>                                                                                                                                                                                                                                                                                   | Closed       | <b>Start date:</b>     | Jan 21, 2021        |
| <b>Priority:</b>                                                                                                                                                                                                                                                                                 | Normal       | <b>Due date:</b>       |                     |
| <b>Assignee:</b>                                                                                                                                                                                                                                                                                 | Luca Frosini | <b>% Done:</b>         | 100%                |
| <b>Category:</b>                                                                                                                                                                                                                                                                                 |              | <b>Estimated time:</b> | 0.00 hour           |
| <b>Target version:</b>                                                                                                                                                                                                                                                                           | GRSF         |                        |                     |
| <b>Description</b>                                                                                                                                                                                                                                                                               |              |                        |                     |
| Dear Fransesco,                                                                                                                                                                                                                                                                                  |              |                        |                     |
| I encounter the following error while publishing/updating records in GRSF catalogs.                                                                                                                                                                                                              |              |                        |                     |
| <pre>2021-01-21 13:10:59 ERROR gr.forth.ics.isl.grsfservicescore.GrsfPublisher:148 - Method failed: HTTP/1.1 500 Internal Server Error; Response body: {"id":null,"knowledge_base_id":null,"product_url":null,"error":"Sorry but there was not possible to retrieve your fullname/email!"}</pre> |              |                        |                     |
| Can you please check this?                                                                                                                                                                                                                                                                       |              |                        |                     |
| <b>Related issues:</b>                                                                                                                                                                                                                                                                           |              |                        |                     |
| Blocks StocksAndFisheriesKB - Task #20490: Approve-Merge RAM Group 4 records                                                                                                                                                                                                                     |              |                        | Closed Jan 20, 2021 |

#### History

##### #1 - Jan 21, 2021 12:17 PM - Yannis Marketakis

- Blocks Task #20490: Approve-Merge RAM Group 4 records added

##### #2 - Jan 21, 2021 05:47 PM - Francesco Mangiacrapa

- Status changed from New to In Progress

- Assignee changed from Francesco Mangiacrapa to Luca Frosini

- % Done changed from 0 to 10

Hi Yannis,

I just verified and the "GRSF publisher" service seems to be up and running. By checking the logs I noticed three errors as follow:

```
2021-01-21 12:02:56,941 [catalina-exec-11] ERROR HelperMethods: error while performing get method java.lang.RuntimeException: Failed : HTTP error code : 404
2021-01-21 12:02:56,941 [catalina-exec-11] DEBUG GrsfPublisherStockService: Author fullname or mail missing, cannot continue
2021-01-21 12:02:56,941 [catalina-exec-11] ERROR GrsfPublisherStockService: Failed to update stock record
...
```

in this part the service tries to get the user information which allowing authentication on the Catalogue.. and all the services involved are up and running at the moment.

Please, retry again and let me know if it was a temporary issue or the problem persists.

##### #3 - Jan 22, 2021 08:42 AM - Yannis Marketakis

Thanks, @francesco.mangiacrapa@isti.cnr.it for checking this out.  
Unfortunately, the problem persists with the same error message

##### #4 - Jan 22, 2021 10:24 AM - Francesco Mangiacrapa

- % Done changed from 10 to 20

Yannis Marketakis wrote:

Thanks, @francesco.mangiacrapa@isti.cnr.it for checking this out.  
Unfortunately, the problem persists with the same error message

Ok.

By checking the logs I noticed this:

```
2021-01-22 08:41:07,116 [catalina-exec-30] INFO RequestContextRetriever: retrieving context using token 5213d3d8-6ea3-4d55-MASKED-TOKEN
2021-01-22 08:41:07,171 [catalina-exec-30] INFO RequestContextRetriever: retrieved request authorization info
org.gcube.common.authorization.library.utils.Caller@600f3c0f
in scope /d4science.research-infrastructures.eu/FARM/GRSF_Admin
```

Are you trying to update a record of GRSF or GRSF\_ADMIN? The token that you are using belong to GRSF\_ADMIN and the record is the stock with URL [http://data.d4science.org/ctlq/GRSF\\_Admin/c91222f3-d0a6-3b49-b91d-5143b509ccf1](http://data.d4science.org/ctlq/GRSF_Admin/c91222f3-d0a6-3b49-b91d-5143b509ccf1)

If the above information is correct, could you kindly provide us with the JSON source of this record? You can attach it to this ticket. We will try to perform some tests. Thanks.

**#5 - Jan 22, 2021 10:39 AM - Yannis Marketakis**

- File *c91222f3-d0a6-3b49-b91d-5143b509ccf1.json* added

Yes, the information you provided is correct. Attached you will find the json representation of the record.

Take into account that this issue occurs with any record, both for updating and publishing.

**#6 - Jan 22, 2021 01:13 PM - Luca Frosini**

Hi @marketak@ics.forth.gr ,

sorry for the inconvenience.  
The issue related to networking.  
@andrea.dellamico@isti.cnr.it has solved it.

You can restart the updates at your convenience.

**#7 - Jan 22, 2021 01:14 PM - Luca Frosini**

- Status changed from *In Progress* to *Feedback*  
- % Done changed from *20* to *100*

**#8 - Jan 22, 2021 02:42 PM - Yannis Marketakis**

- Status changed from *Feedback* to *Closed*

Yes it works without issues now.  
With many thanks

**Files**

|                                           |         |              |                   |
|-------------------------------------------|---------|--------------|-------------------|
| c91222f3-d0a6-3b49-b91d-5143b509ccf1.json | 3.79 KB | Jan 22, 2021 | Yannis Marketakis |
|-------------------------------------------|---------|--------------|-------------------|